



# UNDERSTANDING PEOPLE @ WORK



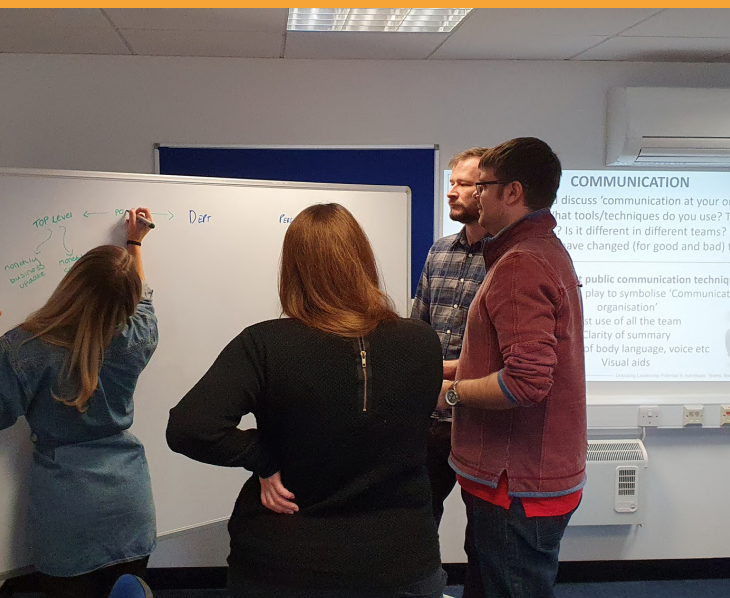
## Who is the course for?

This four day course is spread over four weeks. It is aimed at helping people understand the relational aspects of working in business.

Delegates will learn about themselves (*personality*), their relationships (*teams*) and how to work more efficiently (*task*).

## Benefits for you

This course will boost your knowledge, skills and confidence in key areas of relating to people at work.



## Our Approach

The course will be led by our passionate and highly experienced trainers. Active in approach, highly engaging in style and practical in application, we ensure the learning is practical and transformational, landing back into the business the following day!



[www.mind-gap.co.uk](http://www.mind-gap.co.uk)



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*" By far the best training course I have been on...! Led by an inspirational and passionate trainer, the course gave me so many practical tools to use in my work as well as home."*

*(John D - with permission)*

## THE FOUR DAYS:

This content can be further tailored to your business needs.

**Mind-Gap is a 'purpose driven' organisation driven by four 'enduring values'.**

One of these values is 'generosity' which means Mind-Gap gives away a minimum of 20% of its time and profit to those in the greatest need.

Find out more here:



### Day 1: Management & Teams

Investigating the Step Up Into Management, team development (components, roles, stages of development, delegation). Management Styles and Personality - including Psychometrics.



### Day 2: Communication & Motivation

The communication cycle, learning styles, personality, Motivation: What is it? How do you get and keep it? Understanding your personal motivators and current motivation levels.



### Day 3: Conflict & Difficult People

Including the philosophy of conflict, root causes of conflict, levels of conflict, conflict resolution, win-win and 10 types of difficult people.



### Day 4: Presentations

Delegates present back (ideally to their managers) what they have learnt on the course, with a 15-20 minute presentation. This is a great way to apply the learning of the previous 3 days.



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